



# Covenant Administration

## 2010 Budget Plan



# Covenant Administration

- Provide friendly attentive customer service to The Woodlands residents while preserving and enforcing the Covenants and Standards.





# The Covenants and Standards:

- encourage environmental excellence,
- preserve the design integrity and architectural quality of Woodlands dwellings,
- prevent the deterioration of neighborhoods and
- upholds property values.
- promotes clean, well maintained properties.





# Services

- Support to the Plan Review Committees and provide training for elected members.
- Provide routine and consistent enforcement of all covenants, easements, restrictions, charges and liens.
- Maintains all property records for all residential and commercial properties which is approximately 33,000 records.
- Files governing documents with Montgomery County Courthouse – Real Property Records.
- Staff provides stewardship of the Residential Development Standards that are designed to protect The Woodlands development philosophy while enhancing the quality of life.





# Staff Services

- Support for nine village RDRC's, three appellate committees and three Association Boards. Total staff for CAD is 41, 22 FTE/ 19 PT
- Prepare applications for improvements to present to all Committees. Preparation includes agendas, and presentations Total number of applications reviewed in 2008 was approximately 4200.
- Actively pursue violations, and respond to complaints. Total # of violation notices sent to residents in 2008 was approximately 7190.
- Facilitate approximately 150 Committee meetings each year for review of applications an violations.







# Staff Services

- Support for Development Review Committee, Development Standards Committee and the Community Standards Committee. Residents and businesses may request variances for any improvements. Staff prepares the variance requests by residents for improvements to present to the DSC, DRC and CSC Committees (Variance Committees). Prepares all cases for consideration of legal action and presents to Boards of Directors. Works with legal counsel and attends court hearings. There are approximately 50 Variance Committee meetings each year.





# Staff Services

- Support for Commercial Properties. Manager, Team Specialist and three monitors review, site visit and prepare applications for improvements to commercial properties and monitor all violations. Items for variances or legal action are prepared for presentation to the Variance Committees.
- Stewards of Forest Preserves by establishing appropriate access routes and reforestation.





# Staff Services

- Support the Community Revitalization Program in WCA, TWA and WCOA. The Property Revitalization Manager monitors vacant, abandoned and ageing homes in order to provide for enforcement and assistance through volunteer agencies to resolve violations while providing assistance where possible. Eleven projects were completed in 2009.
- Provide technical review and assistance for all incoming applications, violations and hearing items.







# Staff Services

- Facilitates Joint Sessions of the DRC and DSC Committees to review and revise the Residential Development Standards – to reflect current trends, upgrade codes, and allow for environmentally acceptable options.
- Monitor Street Right of Ways for illegal signs and remove in accordance with Montgomery County rules and regulations.





# Goals for 2010

- Promote the Community Revitalization program thru volunteer agencies, businesses and volunteers. Explore opportunities for collaboration with other departments.
- Prepare for continued residential growth, development and expansion in Creekside Park while still maintaining existing service levels.
- Be prepared for continued growth, development and expansion in commercial development while still maintaining existing service levels.







# Goals for 2010

- Prepare for redevelopment in the older villages.
- Ongoing technological improvements in software programs to increase productivity and streamline processes and procedures as well as improve customer service levels.
- Provides for wireless devices for field staff to improve response time to issues and allow for enhanced productivity.
- Resolve violation issues in a shorter period of time by processing judgments through J.P Court instead of District Court.





# Goals for 2010

- Conducting ongoing meeting sessions to review, discuss, evaluate and improve core processes and procedures.
- Facilitate third party Inspector and Contractor meetings for education of changes to the Standards, code issues and departmental policy and procedures.

